

CASA DE FORTUNA

Calle Irlanda 11, Vivienda 166 Faro Park,
35580 Playa Blanca, Las Palmas

Useful Information About the Villa and Lanzarote

A BRIEF NOTE FROM THE OWNERS:

Casa De Fortuna is a privately owned villa that was completed in March 2004.

We hope you have an extremely enjoyable stay in the villa and that you enjoy Lanzarote as much as we do. All we ask is that you bear in mind that it is our home and that you respect it as such.

The information that follows in this document is designed to make your stay more enjoyable and to help you get the most out of the villa and the island. Please take time to read it before you travel and it would probably be useful to take a copy with you for reference whilst you are away.

We wish you a very pleasant holiday and hope you will return before too long.

Very best regards,

Christine, Jonathan & Natalie Robinson

ABOUT THE ISLAND:

Playa Blanca:

Over the past few years Playa Blanca, originally a small fishing village has been transformed into one of the island's finest tourist areas.

Playa Blanca, at the southern-most tip of Lanzarote, is almost always basked in warm sunshine and with the sea a constant calm, clear blue, Playa Blanca is a holidaymaker's paradise. There are superb views of the mountains and the islands of Lobos and Fuerteventura across the water. If it's lazy days in the sun you are looking for, this is the ideal place.

Playa Blanca's beaches are small but delightful and benefit from excellent nearby amenities such as the shops, bars and restaurants. Luxurious hotels and villas offer visitors first-class, modern accommodation for their holiday. Quieter than the other resorts, Playa Blanca is fantastic for families who want to spend the day around their pool or at the beach and their nights enjoying fine food at one of many international restaurants. The villa is equipped with Satellite TV – Sky Freeview including ITV, DVD, Video, Hi-Fi etc but if you fancy a night out, most hotels offer in-house entertainment for non-resident families, so there is no shortage of fun.

From the harbour at Playa Blanca, ferries cross several times a day to Fuerteventura. It is possible to go to the island as a foot passenger or with a car and the 45-minute crossing is good fun in itself as you can sit on the open-air terrace and enjoy the ocean views.

One of the most beautiful beaches on the island (and some people say in all of Spain) is in close proximity to Playa Blanca. Papagayo beach is a must-see place for anyone staying in Playa Blanca, consisting of several small coves and accessible by car via a dirt track after paying the admittance fee of €3 per car.

Faro Park:

Faro Park is a residential area rather than a holiday resort and many of the residents are our friends so we ask that you please give the other inhabitants due consideration.

Climate:

Lanzarote enjoys a year-round near perfect climate, not getting too hot in summer or too cool in winter. You should beware of the power of the sun's rays, which can be masked by the breeze that is often present on the Island. Please make sure you use adequate sun protection to get the best enjoyment from your holiday – don't forget your sun-tan lotions !! A heater is provided

for those chillier evenings in the winter months of December to February if it is needed.

Water:

Water is the island's most precious commodity. Please use it sparingly. The tap water in Lanzarote does not carry any germs but since all water is reclaimed from the sea by the very expensive process of desalination, it has a very high mineral content and can cause stomach upsets as you will not be used to it. Whilst tap water is fine for cleaning teeth etc., you are advised to drink only bottled water. Bottled water is available from all supermarkets and the various brands are quite widely varying in price. Our experience shows very little in taste between the brands so there is little point in buying the most expensive brands. The water in the square bottles such as Agua De La Palma or Sierra Cazokla is far easier to manage in the fridge. Chafariz is available for around €1 for a 5-litre bottle and the Marcial Supermercado offers the SPAR own brand which is similarly priced.

Because of the scarcity of water, you are requested to use it sparingly – do not leave the tap running whilst brushing your teeth, please use a glass. The hot water tank is quite small and takes a while to heat up so please shower rather than bath if you want to remain friends with the rest of your holiday party! We even switch the shower off between soapings and rinses to ensure that everyone has some hot water.

Mosquitoes:

You will be delighted to know that the villa has been fitted with charming shutters with integral mosquito nets. These open outwards and can be locked from the inside for security when shut. This means that you will be able to open windows and the main bedroom patio door without the fear of the 'little horrors' invading the rooms! At certain times of the year, mosquitoes are present on Lanzarote and the main problem is that you usually don't notice them until you are bitten. Mosquito bites can be very uncomfortable.

Currency:

Since the Canary Islands are Spanish owned, the local currency is the Euro although you will still find some shops marking items up in Pesetas.

Customs Allowances:

Since 1992 the Canary Islands have been in the E.U. However there is still a duty free allowance that you cannot exceed when going back to the U.K.

Travellers over 17 years:

200 cigarettes or 50 cigars or 250g smoking tobacco; 1L spirits over 22% or 2L spirits under 22%, 2L sparkling wine and 2L of any other wine. £145 worth of other goods including gifts and souvenirs. 60ml perfume, 250ml eau de toilette.

Persons up to 15 years:

500g coffee or 250g coffee powder and 100g tea; 50ml perfume 25ml eau de toilette.

Supermarkets and shops:

The Canary Islands are a shopping paradise because there is no customs barrier. Shopping therefore is a pleasure as never before. Not even the tax-free shops at the airports can compete with prices in the Canaries. Liqueurs, tobacco, ipods, digital and film cameras, camcorders, DAB radios, Wii, watches - everything is cheaper than in their countries of origin. From Nigerian crocodile skin to ivory carved on the banks of the Ganges or real Chinese silk, the most curious, rarest objects can be found.

There are several perfumeries in Playa Blanca, Puerto del Carmen and Arrecife all offering excellent bargains - these shops are much cheaper than the airport duty free shops.

There is a huge market in Teguisse every Sunday morning where you will find many interesting craft items for sale and some very good quality lace work. You will also find plenty of fake Rolex and Gucci watches at bargain prices!

- The closest shops are at Playa Flamingo, about 2.5km on the way to Playa Blanca. Leave Faro Park and turn right at the fifth roundabout. Playa Flamingo is about 500m down this road, past the RIU apartments and Lanzasur Club. There are a couple of supermarkets and several bars and restaurants in Playa Flamingo.
- The best supermarkets are in Playa Blanca. Follow the dual carriageway to the roundabout/junction with the LZ-2 and turn right at the Cepsa petrol station. Go straight ahead at the next roundabout and take the first road on the right. You will see the sign for the Marcial Supermercado on your left. This supermarket has a small in-store bakery and you can get some excellent fresh bread. Park wherever you can (if you take the next right - you have to turn right here - there is a small car park on the left).

- There is a good range of shops, bars etc. in the pedestrian precinct just below the car park and also along the Playa Blanca promenade.
- Beware that prices vary greatly and you can pay twice as much for a bottle of wine at the more local shops.

Driving:

- Remember to drive on the right – that's what most other people will be doing!
- Driving is easy in Lanzarote. Most people are well behaved and most rental cars aren't powerful enough for you to get in to trouble anyway. Pretty much anything goes but look out for other hire cars, especially on Thursdays because that's when the British will have just arrived and haven't yet got used to driving on the right!
- Speed limits are clearly indicated, as are 'no overtaking zones'. The police impose heavy fines for breaking the motoring laws, which you will be expected to pay on the spot - in cash.
- Remember that you give way to the left at roundabouts. Beware of the roundabouts both ends of Yaiza. For some reason, the main road, LZ-2 is not bisected by the roundabouts, but just touches the edge. If you are going towards Playa Blanca, you just go dead straight but you need to make sure nothing is approaching from the left first. When travelling towards Tias and Arrecife, you have the entire roundabout to navigate.
- Petrol is available on the island but not all the petrol stations are 24 hour so don't let your tank get too low.
- Don't park in any parking bay that is marked in yellow – this denotes that the bay is reserved.

Wines:

There are many fine wines to choose from. Wines from Lanzarote are particularly good. The Torres range are very good value, Sangredetoro, Gran Sangredetoro, Coronas and Grand Coronas being of excellent quality.

Restaurants:

There are many good restaurants on the island. There is an excellent Italian – Portico – and Chinese restaurant in the small parade of shops near Casa de Fortuna. The promenade at Playa Blanca plays host to many, ranging from Pizzerias to good quality gourmet foods. Many have an Italian theme, along with international cuisine. There are also some excellent restaurants to be found further inland:-

- **Don Camillo**, Playa Blanca, on the sea front promenade towards the harbour. Excellent international cuisine and an extensive menu. Three different kitchens, including a steak grill and pizzeria. Don't order a T-bone unless you haven't eaten for a while!
- **La Era**, Yaiza, behind the Town Hall. Tel. 928 83 00 16. Open all week from 1.00pm till 11.00pm. Booking advised. <http://www.la-era.com>. This restaurant in the lovely little village of Yaiza, is set in a 300-year-old farmhouse with gardens, courtyards and outbuildings lovingly restored by Cesar Manrique into a fascinating and beautiful place to eat and drink. La Era serves authentic Canarian cuisine as well as International dishes.
- **La Bocaina**, Playa Blanca, on the right, just past the petrol station, travelling toward Playa Blanca. First class Cuisine. Closed on Mondays. 928 518 388.
- **Restaurante La Pappardella**, Puerto Calero, (worth a visit just to see the yachts in the marina) excellent Italian restaurant, run by Italians.
- **Restaurante El Campo**, Yaiza, excellent Canarian and International cuisine. 928 830 344.
- **Restaurante Playa Quemada**, Playa Quemada. We would recommend this as the best restaurant we have found on the island so far. Just after Yaiza, there is a right turn that takes you down to Playa Quemada. Don't wear your high heels as the car park leaves a little to be desired. Fabulous food and always excellent fresh fish available. Booking advised. 928 173 707.
- **Restaurante Casa Torano**, El Golfo. This is an excellent fish restaurant with tables both sides of the road. The waiters bring the food from the restaurant to tables near to the sea which provides a lovely, relaxed setting.

- **Restaurante Terraza Case Pedro**, Playa Blanca. We would recommend this as an excellent fish restaurant down on the promenade of Playa Blanca. Walk down to the sea front and when you reach the small beach area in front of the restaurants, turn right. You are heading for the green restaurant which is on the corner. Keep walking until you see the restaurant called Restaurante Terraza Casa Pedro. Beware, there is a restaurant next door to it that is also called Restaurant Pedro - make sure you go in the first Pedro restaurant. We thoroughly recommend that you have the 'fresh fish of the day' served with canarian potatoes and sauce. This is a lovely evening restaurant, but is also excellent at lunch times, as you can sit out by the sea in the outside eating area. This restaurant is normally closed on Thursdays.

There are also many good restaurants in the old port at Puerto del Carmen, notably, **Puerto Viejo**, 928 51 52 65 and **La Casa Roja** (part of the same group as Restaurante Playa Quemada) 928 515 866. Puerto del Carmen is also the busiest tourist area on the island.

Canarian Cuisine:

Typical Canarian Cuisine includes many dishes prepared with fish caught in large amounts along the coast. Fish is served with the famous *papas arrugadas*, potatoes boiled in salt water, and a hot sauce called *mojo*.

Traditional dishes are watercress stew, the popular *sancocho canario*, made with salted fish and *mojo*, rabbit in *salmorejo*, a sauce consisting of water, vinegar, olive oil, salt and pepper, sweet black pudding, etc. Banana and tomato, the main source of wealth of the islands, also occupy an important place in Canarian cooking, as do avocado pear and papaya fruit as well as *gofio*, a roasted mixture of wheat, maize or barley, which is eaten with certain dishes of the country instead of bread. Among the sweets, especially outstanding are *tirijalas*, *bienmesabes*, *frangollo*, *bizcochos lustrados*, *turrone de melaza* or *gofio* and pastry. Among the drinks produced in the islands, there are especially rum, rum-cum-honey, malmsey wine and the local wines produced on Lanzarote.

ABOUT CASA DE FORTUNA:

Villa Keys:

The keys for the villa are by the front door, in a number combination wall mounted key safe. We will send you the latest combination code before your departure from the UK. Emma-Jane and Chris Browning who manage our villa have a spare set of keys if you run into problems. If you are arriving after dark, it is advisable to take a torch to see the numbers on the key safe.

Villa Arrival & Departure:

You can gain entry to the villa on your day of arrival from 3 pm. As far as your day of departure is concerned, please ensure that you vacate the villa by 10am in order that Emma-Jane can clean the villa and the pool can be cleaned, etc. ready for the new guests arriving that day. If you have chosen a flight that departs late and there are no guests arriving that day, you may be able to vacate the villa a little later, after having made contact and arrangements with the villa manager - Emma-Jane Browning on her mobile, **0034 637 852236**.

Swimming Pool:

The private, electrically heated pool is clearly a major asset to Casa De Fortuna. In order to achieve maximum enjoyment of this feature, there are a few guidelines that you would be wise to adhere to:-

- Use of the pool is entirely at your own risk and children should be supervised at all times. There is no shallow end (1.20m at both ends) and the deepest part of the pool is in the middle (1.65m). Diving is not recommended.
- The pool cover should be on the pool at all times when not in use. The cover not only protects from dirt and dust but also magnifies the sun's energy throughout the day and its reflective underside maintains the heat in the water during the night. The cover typically raises the water temperature by up to 6°C.
- The cover should be removed from the pool by slowly rotating the roller anticlockwise whilst ensuring that the cover winds squarely on to the roller.
- The cover should be installed on the pool by pulling the drawstring slowly from the centre of the pool.
- The switch for the underwater pool light is situated in the right-hand control panel set in the wall on the patio. Please do not switch it on and off frequently as the lamp can only be replaced when the pool has been

emptied. The left hand control panel is for the heat pump and must **NOT** be touched. Please remember to turn the light off when you go to bed!

- Please do not let children cover or uncover the pool.
- Please do not attempt to walk on the pool cover.
- Please do not sit on the pool cover roller.
- Please do not use any glasses in or around the pool. Plastic tumblers are provided for use on the pool terrace. There is only one way to find broken glass in a swimming pool – with your feet!
- The tiles immediately surrounding the pool are slippery when wet so do not run around the very edge of the pool.
- The marble floor tiles in the villa are very slippery when stepped on with wet feet or when the floor has been left wet by others – take care to dry off properly when going from the pool in to the villa.
- The pool is serviced twice weekly including cleaning and maintenance of the correct chemical balance.
- If you are wearing sun tan oil, please take a brief shower prior to using the pool as the oil clogs the filters and dilutes the purifying chemicals.

Sunbeds:

- There are four sunbeds provided for your enjoyment around the pool terrace. They all have integral wheels so moving them around is very easy. Please don't forget and drag them as they will get damaged.
- For your own comfort, and that of subsequent guests, please put a towel on the sunbed in order to protect it from suntan lotion.

Doors and Windows:

- Lanzarote can often be quite windy and for this reason you need to take care when opening a window or door. Please use the door wedges provided. You may not immediately see the need if just a single window is open, but when another window or door is opened, you may experience a problem. If the front door was to slam shut you could be locked out! If this occurs and you need Emma-Jane to let you back in, there is a call-out charge of € 30.

INSTRUCTIONS ON HOW TO USE THE WASHING MACHINE

Model:- Samsung WF 8600 NGW

The washing machine is installed for your use. Please provide your own detergent and fabric softener - there may well be some left by the previous guests so if you buy a little, the next people will also have enough for a day or two.

The instruction manual can be found in one of the drawers in the kitchen by the kitchen door (along with manuals for other appliances) but hopefully this sheet will be enough for most “standard” holiday washes.

THE CONTROL PANEL:-

Working from left to right, the translations for the controls are as follows:-

Washing Cycles:-

Lavado Diario	Daily Wash
Rapido 29'	Quick 29'
Algodon	Cotton
Sintetica	Synthetics
Cuidado Infantil	Baby Care
Delicada	Delicates
Lavado a Mano	Hand Wash for Wool

Other Features/buttons:-

Desague	Drain
Centrifugado	Spin
Aclarado + Centrifugado	Rinse + Spin
Pre Lavado	Pre-Wash
Inicio Diferido	Delay End
Temperatura	Temperature
Centrifugado	Spin
Opciones de Lavado	Wash Option
Facil Planchado	Easy Iron
Encender	Power
Inicio/Pausa	Start/Pause

Important: The washing machine has an automatic control system and, when you select a wash programme, it will automatically set the correct water temperature, washing time (ie number of soaks, rinses etc) and spin speed for you. These can be over-ridden but that can complicate matters so **we recommend that you stick with the automatic settings.**

Please turn over for easy to use instructions!!

- 1) Press the “Encender” button.
- 2) Open the Door.
- 3) Load the articles one at a time loosely into the drum, without overfilling it.
- 4) Close the Door.
- 5) Add detergent, fabric softener and pre-wash detergent (see below *) into the appropriate compartments (see below **).
- 6) Use the Cycle Selector to select the appropriate washing cycle according to the type of materials being washed (see overleaf - ie Cottons, Synthetics etc). The relevant indicators will illuminate on the control panel.
 - **Tip:** Daily Wash (Lavado diario) - use for everyday items such as underwear and shirts.
 - **Tip:** Quick 29 (Rapido 29’) - use for lightly soiled garments that you require quickly.
- 7) At this point you can, if you wish, override the automatic settings re. temperature, spin speed, etc (see overleaf) by repeatedly pressing the appropriate button(s) to cycle through the available temperatures, spin speeds, etc options. **We strongly recommend that you do not override the automatic settings unless you need to.**
- 8) Press the “Inicio/Pausa” button and the wash will begin. The process indicator will light up and the remaining time for the cycle will appear in the display.

Additional Information:-

Pause Option: Within 5 minutes of starting a wash, it is possible to add/remove laundry items. Press the “Inicio/Pausa” button to unlock the door. If the water is too hot or the water level is too high the door will not open. After closing the door, press the “Inicio/Pausa” button again to restart the wash.

When the cycle is finished: The power will turn off automatically. Open the door and remove the laundry.

* Pre-wash is only required if clothing is heavily soiled. It is only available when selecting the Cotton, Synthetics, Baby Care and Daily wash cycles.

** Add the recommended amount of detergent directly into the **left** hand compartment marked **II**. If required, add the recommended amount of fabric softener into the **middle** compartment marked with a flower symbol. Please do not exceed the maximum level which is clearly indicated. Lastly, if using the pre-wash option, add the recommended amount of detergent into the **right** hand compartment marked **I**. A few other tips:- (1) If you are washing large items, don’t use tablet/capsule type detergents **or** detergents using a ball & net and (2) concentrated/thick fabric softener should be diluted with a little water before being poured into the compartment. It stops blockages!!

Satellite TV, Video, DVD and Hi-Fi:

- The Satellite TV, Video and DVD have been tuned in already and are ready for use.
- A selection of videos, DVD's and CD's have been provided for your use - these can be found in the bookcase and on the bottom shelf of the side table - although you may wish to take along a few of your own favourites.

There are two UK radio stations on Lanzarote :-

- *UK Away* - 99.9Mhz. This station plays a variety of music, UK comedy shows and documentaries.
- *Power FM* - North of the island 91.5Mhz, South of the island 91.7Mhz.

Instructions on how to use the television:

1. Press the 'on' button.

Instructions on how to view a video:

1. Turn both the TV and the video on.
2. Put the video in and then press channel 1 on the Sanyo remote control handset. Ensure Sky and the DVD are on standby.

Instructions on how to view a DVD:

1. Turn both the TV and the DVD on.
2. Put the DVD in. The DVD menu should appear on your screen.
3. The DVD player overrides Sky when it is put on.

Please note:-

- Remote Controls: TV - Sanyo, DVD - JVC, CD - Phillips, SKY - Sky
- When you have finished viewing, it is fine to turn the TV off at the set but everything else should stay on standby. (i.e. Video, DVD and Sky Box).
- The instruction manuals (along with other manuals) can be found in one of the drawers in the kitchen by the kitchen door.
- Refer to separate sheet for Sky operating instructions.

SKY FREEVIEW OPERATING INSTRUCTIONS

GENERAL INFORMATION

- 1) If you have brought your full-package Sky Card with you from home (i.e. includes Sky Sports & Sky Movies) you can install it **BUT** you will only receive what is known in the Canaries as the Sky Family Mix. This will give you additional channels (over and above Freeview channels) but it will **not** provide Sky Sports or Sky Movies.
- 2) You can, however, receive many sporting events via BBC Inter-active. Using the Sky remote control, select channel 503 (BBC News) and then press the red button. Type "3001" in the top box and then press "select". You will be presented with whatever sports are currently available through the BBC. To achieve a full-screen picture press "1". To return to the menu on channel 503 (to select a different sport etc.) press the dark blue/black button.
- 3) ITV1 is now available in the Canaries. Press the "Services" button on the Sky remote control, then press "other channels" and then scroll down to the required channel and press "Select".
- 4) Unfortunately, we are controlled by the satellite signals that the Canary Islands receive and sometimes channels are taken away and this is something beyond our control.

CHANNELS CURRENTLY AVAILABLE:

There are numerous channels currently available on Sky Freeview. The better known channels and their codes are as follows:-

GENERAL ENTERTAINMENT

Channel 5	105
Sky 3	108
S4C	134
CBS+1	147
Zone Thriller	148
CBS Drama	149
Information TV	167
My Channel	171
Five US	174
Five US + 1	175
Fiver	176
Fiver + 1	177
Ben	184
Propeller	195
Travel Channel	251
Travel Channel + 1	252
Fashion TV	261
Food Network	262
Food Network + 1	263
Luxe TV	271

FILMS

Zone Horror	319
Zone Horror + 1	320
Movies 4 Men	323
Movies 4 Men + 1	324
Movies 4 Men 2	325
Movies 4 Men 2 + 1	326

MUSIC

Viva	358
Clubland TV	383
Zero Music TV	369
Starz TV	371
Lava TV	378

NEWS

Sky News	501
Bloomberg	502
BBC News	503
BBC Parliament	504
CNBC	505
CNN	506
S4C2	507
Euro News	508

RADIO

UK BBC Radio 1	0101
UK BBC Radio 2	0102
UK BBC Radio 3	0103
UK BBC Radio 4	0104
Classic FM	0106
Virgin	0107
Capital Radio	0109
BBC World Service	0115
BBC Radio 4 LW	0143
Smooth FM	0128

Outside Lights:

There are five switches that control the outside lights :-

- One by the front door -- for the porch
- One to the right of the French doors in the lounge -- for the terrace.
- Two by the kitchen door -- for the dining area and the dining table.
- One to the right of the patio doors in main bedroom – for the terrace.

Microwave:

The microwave is probably simpler than the one you are used to at home. There are the basic heat settings and a timer. Using the dial at the top, select the heat setting that is most suitable, you have a choice of 90, 360 or 600. Then using the dial below, select the number of minutes you require your food to be cooked / heated for.

Oven & Hob:

The hob is ceramic and very easy to keep clean. Please remember to switch it off after use and remember that the element will stay hot for a while. The oven takes a while to heat up but is reasonably efficient. It has a temperature control and a control to choose which elements to use. There is also a timer for the oven. See instruction manual if you wish to use this. Otherwise, you must keep the control to or the oven will NEVER heat up. (This is a child safety feature). The instruction manual (along with other manuals) can be found in one of the drawers in the kitchen by the kitchen door.

There are 2 dials on the right-hand side of the control panel. One is used to select the oven or grill, the other is for the temperature.

Using the knob second from the right:

1. For the oven select which heats from the top and bottom of the oven OR which heats from the bottom of the oven only.
2. For the grill select which is the central grill OR which is the full grill. Always use the grill with the oven closed.

Using the knob on the far right:

The temperature can be controlled by this dial. “0” - “off” position for oven temperature – as for hobs. Please note, if you are wishing to use the grill, please

ensure the temperature control is turned to past Max. where the grill symbol is shown. The thermostat light goes out when the selected temperature is reached.

Place your dish on the black oven tray and put them in the oven. When finished cooking, turn function selector to zero and temperature to lowest setting "0". Do not place food or containers directly onto the floor of the oven.

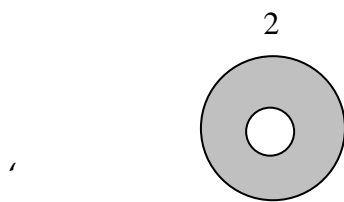
Gently pull extractor hood towards you whilst cooking and then gently push it back to turn it off afterwards.

Dishwasher:

The dishwasher is a useful addition although it is rather small. However, it's great for taking care of lunch things and glasses since most people are going to go out for their evening meal. Again, you need to provide your own dishwasher tablets. In most cases, there will be some left by a previous occupant so if you buy a few, the next people will also have enough for a day or two. The dishwasher salt and rinse aid will be topped up by Emma-Jane, so there is no need for you to worry about these. The instruction manual (along with other manuals) can be found in one of the drawers in the kitchen by the kitchen door.

To use the dishwasher: Place your tablet/liquid/powder into the white compartment in the inside of the door. Once your tablet/liquid/powder is in the compartment, press the compartment lid down until it catches enough to close. Close the dishwasher door up.

Turn the dial so that the number '2' is at the top of the dial (see diagram below):



Then press the 'on' button



There are two other buttons on the dishwasher. One has a diagram of a house, the other has the letter 'e' beside it – neither of these buttons need to be pushed down.

Power:

The electricity supply in Lanzarote is occasionally susceptible to interruption but not usually for prolonged periods. In the case of a loss of power, there are two torches supplied – one in each bedroom. Spare batteries are provided in the bottom drawer of the kitchen by the kitchen door.

Games & Books:

There is a selection of games, jigsaws, playing cards and books in the lounge. If you get to the end of your stay and find you haven't finished a book you found in the villa, we invite you to take it home with you. Likewise, if you bring one with you and you do finish it, why not leave it for others to enjoy? There are also some pool/beach toys for your use.

Smoking:

We respectfully ask that you do not smoke anywhere inside the villa please.

Safe:

There is a safe in the second bathroom for your use. It is large enough to accommodate all your valuables as well as your passports, tickets, credit cards, cash, cameras etc. **The key will be in the safe door on your arrival - please ensure you leave it there when you return home.** There will be a charge of €50 for the replacement of a lost safe key.

Picon:

The black gravel-like substance that covers the garden area is crushed volcanic rock and is called *picon*. It has a quality that keeps the sun's rays from drying the earth beneath and it collects and transfers the dew that occurs at night in to the earth. It also gets stuck in the soles of trainer shoes and then scratches the marble tiles of the villa floor so please do not walk on it and then transfer it in to the villa.

The Garden:

The garden is stocked with some very nice palm trees, yucca plants, aloe vera, adelphus, hibiscus, bougainvillea, cactus, pampas grasses and birds of paradise plants, etc. so please do enjoy the beauty of the plants. However, please try not to cause damage (to either the plants or yourselves !!) by throwing balls etc out of the pool area and running on the picon. Cactus plants (planted in the front garden only) can be very prickly !!

Refuse Collection:

Refuse is collected centrally from large bins placed at the side of many roads. Although technically, you can use any bin, there are bins designated for the use of Faro Park residents located on the right side of the entrance road to our villa, Residencia Faro Park. There are four white doors and the bins are inside this enclosure.

Health Matters:

All doctor and dental services are private. You may be required to pay in cash. Have your travel insurance documents with you.

There are numerous pharmacies around Lanzarote. There are many more medicines available “over the counter” in Spain than in the UK, for example strong painkillers and antibiotics. The pharmacists usually speak English and are generally very helpful.

The pharmacy that we recommend you use is situated near the harbour area of Playa Blanca – labelled Puerto. If you head towards the port/harbour from the town centre of Playa Blanca, the port/harbour area will be on your left hand-side. When you come to the next roundabout, go right round the roundabout so that you come back on yourself. You will see some shops to the right (past the harbour/port) – and a side road off to the right. Just here – in-between a Deutsch supermarket & a clothes shop called Aries, you will find a pharmacy. This will be marked with a large green flashing cross outside. You can park outside the pharmacy or in the car park opposite the pharmacy.

Directions to Arrecife Hospital (Tel. 928 801 863):

Take the main road from Playa Blanca past the airport and head towards Arrecife. Stay on the main road past Playa Honda (you will see Hipo Dino on the right) and get into the outside lane of the dual carriageway you are on. Take the next left turn onto a road signposted ‘circunvalacion’. Stay on this road passing the BP garage on the right and take the next available right. This turning is for the hospital and San Bartolome. Once you have turned right you will pass around under the circunvalacion and head towards San Bartolome on a main road. At the earliest opportunity after you have gone under the circunvalacion, move across into the right hand lane next to a petrol station. This road will take you off the main road that goes to San Bartolome. Stay on the road until you come to a small roundabout (about 300 mtrs.) from the petrol station. The hospital is directly in front of you.

Directions to the local clinics – Euroklinik and Poliklinik listed below:

Leave Faro Park and head towards the main road into Playa Blanca. Drive past the Rubicon Hotel and over the next two roundabouts. Turn right at the next roundabout. You will know that this is the correct roundabout because apart from going straight over you can only turn right here. If you are familiar with the area you will now be heading towards the port and Spar supermarket. Carry straight on and the road will start to curve left and you will see some commercial units on your right. The clinics can be identified as 'Klinik'. If you get to the Spar supermarket, you have gone past the clinics.

Emergency Numbers:

Emergency Service – Police, Fire, Red Cross **112** (as 999 in the UK, 911 in the US)

Euroklinik – Centro Comercial, Lanzarote Park, Playa Blanca - 928 518 189

Poliklinik – Centro Comercial, Lanzarote Park, 18-B, Playa Blanca – 928 519 485

International Clinic – Playa Blanca – 928 349 617

Clinica Dental – Plaza Nuestra Senora, Del Carmen 6, Playa Blanca (near the church) – 928 349 171

Hospiten Lanzarote – Lomo Gordon s/n, 35510 Puerto del Carmen (private hospital) – 928 596 100

Arrecife General Hospital – 928 801 863

The European Economic Area (EEA) consists of the 15 member states of the European Community plus Iceland, Liechtenstein and Norway. If you or any of your dependants are suddenly taken ill or have an accident during a visit to any of these countries, free or reduced-cost emergency treatment is available – in most cases on production of a valid EHIC. Only state-provided emergency treatment is covered, and you will receive treatment on the same terms as nationals of the country you are visiting. Private treatment is generally not covered, and state-provided treatment may not cover all of the things that you would expect to receive free of charge from the NHS. You may have to make a contribution to the cost of your care.

Obtaining An European Health Insurance Card (EHIC)

The EHIC has replaced the old E111. From 1 January 2006, E111's are no longer valid. The quickest and easiest way to get an EHIC is to apply online at www.ehic.org.uk Another way is to telephone 0845 606 2030 or go to any main post office for the relevant application form. Keep it safe, preferably with your passport, and carry it with you when travelling within the EEA.

The EHIC is issued free of charge and is normally valid for 3 – 5 years and people who are ordinarily resident in the UK are entitled to a UK-issued EHIC. It is not valid for people who are going to live abroad.

In addition to the above, please make sure you have adequate **insurance cover** before you travel. Make sure you have read the policy so that you know whom to contact in the event of you needing medical assistance. Have a copy of the policy with you, along with all the relevant contact numbers.

Weekly Tariff (for 2 people):

Low	£395
Mid	£495
High	£555
Peak	£595

Please see information re. Rental rates on the separate attachment setting out precise dates and number of occupants applicable to the various tariff rates.

Villa Manager:

Emma-Jane Browning, who manages the villa for us, will be able to provide you with any information you may need or help you with any problems that arise. She and her husband live at villa number 128, and can be contacted by phone on **928 518 581** or on Emma-Jane's mobile, **637 852236**.

All local numbers can be dialled direct from a UK mobile telephone.

THE LANGUAGE:

Here are some words and short phrases that may prove useful:

please - por favor
thank you - gracias
hello - hola
goodbye - adios
see you later - hasta luego
yes - si
no - no
I'm sorry - lo siento
excuse me - perdón
I don't understand - no entiendo
Do you speak English? - habla inglés?
I don't speak Spanish - no hablo español
Good afternoon - Buenas tardes
Good night - Buenas noches
How much is? - Cuanto es?
Good - bueno
bad - malo
English - ingles
Irish - irlandés
Scottish - escosés
Welsh - galés
car - coche
postcard - postal
map - mapa
menu - la carta
bill - la cuenta
signature - firma
waiter/waitress - camarero/camarera
tomorrow - mañana
yesterday - ayer
today - hoy
I need - necesito
breakfast - desayuno
lunch - almuerzo
dinner - cena
Airport - aeropuerto
departure - salida
arrival - llegada
petrol - gasolina
for sale - se vende
for rent - se alquila
chemist - farmacia
Doctor - médico

And in the Restaurant:

aceite de oliva - olive oil
aceitunas - olives
ajillo/ajo - garlic
anchos - anchovies
arroz - rice
atún - tuna
champiñones - mushrooms
gambas - prawns
conejo - rabbit
ensalada - salad

a la plancha - grilled
fresa - strawberry
gofio - type of maize porridge
pollo - chicken
helado - ice cream
higos - figs
al horno - baked
huevo - egg
jamón - ham
jamón serrano - similar to parma ham
langosta - lobster
langostinos - king prawns
maíz - sweetcorn
mariscos - seafood
manzana - apple
mejillones - mussels
mojo - garlic and herb sauce
ostra - oyster
pan - bread
patata - potato
papas - potatoes
papas arrugadas - potatoes boiled in salty water
pato - duck
pavo - turkey
pechuga de pollo - chicken breast
perejil - parsley
pescado - fish
pimiento - pepper
potaje - stew
pulpo - octopus
queso - cheese
sal - salt
salchicha - sausage
salsa - sauce
solomillo - fillet steak
sopa - soup
tortilla - spanish omelette
tostada - toast

Drinks:

agua - water
agua sin gas - still water
agua con gas - fizzy water
batido - milkshake
bebida - drink
botella - bottle
café con leche - coffee with milk
cortado - espresso with milk
café solo - black coffee
caña - 250ml draught beer
cerveza - beer
champaña - champagne
ginebra - gin
hielo - ice

jerez - sherry
leche - milk
oportó - port
ron - rum
seco - dry
sidra cider
té - tea
vino - wine
vino blanco - white wine
vino rosado - rosé wine
vino tinto - red wine
vino de la Casa (tinto / blanco / Rosado) –
House wine
zumo - fruit juice
zumo de naranja - orange juice